




Contractor Verification System Frequently Asked Questions For Applicants

CVS FAQ - Applicant

April 2011

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CVS Applicant FAQ

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CVS FAQ Acronym List

CAC	Common Access Card
CPS	Certificate Practice Statement
CTR	Contractor/Applicant
CVS	Contractor Verification System
DARPA	Defense Advanced Research Projects Agency
DBA	Database Administrator
DCAA	Defense Contract Audit Agency
DCMA	Defense Contract Management Agency
DEERS	Defense Enrollment Eligibility Reporting System
DFAS	Defense Finance Accounting Service
DHRA	Defense Human Resources Activity
DHS	Department of Homeland Security
DISA	Defense Information Security Agency
DLA	Defense Logistics Agency
DMDC	Defense Manpower Data Center
DOB	Date of Birth
DoD	Department of Defense
DSC	DMDC Support Center
DSO	DMDC Support Office
DSS	Defense Security Service
DST	DMDC Security Team
EDI	Electronic Data Interchange
FIN	Foreign Identification Number
ID	Identification
IT	Information Technology
LOA	Letter of Authorization
OAM	Operator Account Manager
PIV	Personal Identity Verification [card]
PM	Program Manager
POC	Point of Contact
RAPIDS	Real-time Automated Personnel Identification Systems
SOFA	Status of Forces Agreement
SPOC	Service or Agency Point of Contact
SSM	Site Security Manager
SSN	Social Security Number
TA	Trusted Agent
TASM	Trusted Agent Security Manager
URL	Uniform Resource Locator
USA	United States Army
USAF	United States Air Force
USMC	United States Marine Corps

USN	United States Navy
WHS	Washington Headquarters Services

Using CVS to apply for a CAC or other government credential

1	What is the web address for the CVS application?	The CVS web address is https://www.dmdc.osd.mil/appj/cvs/index.jsp . NOTE: To access CVS, you must use either a valid credential that was previously issued through CVS or a user ID and password obtained from your TA.
2	Where can I find the CVS <i>Applicant User Guide</i> ?	Once you have logged in to CVS (https://www.dmdc.osd.mil/appj/cvs/index.jsp), you can find the Applicant User Guide on the CVS <i>Applicant Homepage</i> under either Help link or <i>Quick Links</i> .
3	Whom do I contact for assistance with CVS?	Contact your CVS TA, your primary POC for CVS.
4	What should I do if I don't know who my TA is or I am unable to reach my TA?	Contact your employer to locate the CVS site TASM(s) or SPOC to assist you.
5	Will I receive an email notification from CVS with my user ID and password?	No, your TA provides you with your user ID and password in a secure manner. Your TA will not send your CVS login information to you via unencrypted email. If you have a valid government credential that accepts encrypted emails, your TA may send an encrypted email with the CVS login information.
6	How long before my user ID and password expire?	Your user ID and password expire in the following situations: 1. If you do not perform an initial or first time log in to CVS within 7 days of your application's approval. 2. If you do not complete and submit your application within 30 days of your initial log in.
7	How do I reset or retrieve a lost user ID or password?	Contact your TA for user ID and password information.
8	What should I do if I am unable to log in to CVS?	Ensure you entered the correct CVS URL, user ID, and password. If you waited longer than 7 days to perform your initial login, or you attempted to log in more than three times, you will not be able to log in to CVS and should contact your TA for assistance.

9	Who is responsible for my background check?	<p>Your employer and the sponsoring service or agency must ensure the initiation and completion of your background check, in accordance with government and local policies, procedures, or guidelines.</p> <p>Your TA must ensure this vetting has been completed before he or she can create your application in CVS.</p>
10	How long after I submit my application before my TA approves it?	<p>After you complete and submit your portion of the application, CVS notifies the TA immediately via email. The TA has 30 days to approve the application.</p>
11	How do I correct errors on my application?	<p>If your application has a status of Returned or In-Progress, use the CVS Edit Saved Application option to correct errors.</p> <p>If your application has any other status, you must immediately contact your TA for assistance.</p>
12	How do I change my email address used to receive CVS notifications?	<p>Complete the following steps to change your email address used to receive CVS notifications:</p> <ol style="list-style-type: none"> 1. Log in to CVS. 2. Click the My Profile tab. 3. Click the plus sign next to <i>Change Contact Information</i> to display the contact information fields. 4. Type in the new email address. 5. Type in the email address again to confirm. 6. Click Save. <p>NOTES: This process does not change the email address the TA entered in the CVS application as the email address your CAC uses to send and receive encrypted email.</p> <p>You must also visit the nearest RAPIDS Issuing Facility and have a RAPIDS operator change both your email address in DEERS and email certificate on your government credential, otherwise the change to the CVS My Profile will only be good for the day the change was made.</p>

13	How can I be reassigned to another TA?	If you have questions about a TA reassignment, contact your site TASM for assistance.
14	I received an email notification from CVS regarding the approval of my CVS application, but I accidentally deleted the email message. What should I do?	If you need to retain your application approval email notification, contact your TA for assistance. Your TA receives a copy of the email notifications regarding application approval.
15	What should I do if the service organization is incorrect on my application?	If your application has a status of Returned or In-Progress, use the CVS Edit Saved Application option to correct errors. If your application has any other status, you must contact your TA for assistance.
16	What should I do if the screen shows a “page cannot be displayed” message after I have changed my password?	Close and reopen your browser and log in with your new password. If you continue to have difficulty logging in, contact your TA.
17	Can I provide my TA any email address for inclusion on my CVS application?	The CVS application does not accept special characters, such as asterisks (*), accents (´), tildes (~), or apostrophes ('), as part of an email address. You must provide your TA with an email address that excludes any of the specified special characters. If you need to use digitally signed or encrypted emails, DMDC recommends that contract employees provide an email address which contains .CTR in it.
18	Can I be added to CVS as an Applicant when I am on Active Duty?	A full-time Active Duty member cannot be an Applicant in CVS. Consult with your TA if you hold a part-time Active Duty position.
19	What should I do if my CVS account indicates that I have a Pending or Active application after I have submitted my application?	First log in to CVS to ensure that you have no applications requiring action. If you have a Pending or Active application, edit your saved application if necessary, then click Submit . Your TA then reviews and approves or rejects your application.

20	What should I do if I receive an email entitled Contractor CAC Sponsorship Transfer?	<p>This email notifies you that your CVS TA has changed or that your CVS record has been transferred to another CVS TA. You do not need to take any action.</p> <p>DMDC recommends you make note of your new TA for future reference regarding any necessary CVS actions or questions.</p>
21	What do I do when my CVS application account expires?	<p>If 7 days have lapsed since your TA approved your application and you have not performed a first time login to the CVS application, contact your TA.</p> <p>NOTE: If you still need to obtain a government credential, your TA needs to create a new application.</p>
22	What do I need to do to complete my portion of the CVS application?	<p>To complete your CVS application:</p> <ol style="list-style-type: none"> 1. Log in to CVS. 2. Enter your user ID and password (provided to you by your TA). 3. If prompted, change your password. 4. Acknowledge the Privacy Act statement that displays on the screen. 5. From the <i>Applicant Homepage</i>, click the My Application tab to complete your application. 6. After you complete the application, click Submit. <p>NOTE: After your TA submits your application, you have 7 days to complete your initial login before the application disables. Once you have logged in, you can save an in-progress application by clicking Save. You have up to 30 days from your initial login to return to CVS and complete your application before it disables. If the application disables, your TA must create a new application. When you have completed the application, click Submit.</p>
23	How do I register for a government credential or CAC?	Using the user ID and password provided by your TA, log in to CVS to register for a government credential or CAC.
24	How can I obtain a vehicle pass?	<p>CVS supports eligibility only for obtaining government credentials.</p> <p>To obtain a vehicle pass, contact your Physical Security Officer at your work site.</p>

Obtaining a CAC or other government credential

1	After my TA approves my application for a government credential, how much time do I have to obtain my government credential?	You have 90 days from the date your TA approved the application to have the government credential issued. If you do not obtain the credential after 90 days, CVS automatically disables your application. If you still require a government credential, your TA must create a new application.
2	Where can I find a RAPIDS Issuing Facility?	Use the RAPIDS site locator URL http://www.dmdc.osd.mil/rsl/ .
3	Do I need to make an appointment to have my government credential issued?	Yes, DMDC recommends that you make an appointment for government credential issuance. Contact your nearest RAPIDS Issuing Facility regarding the appointment process. NOTE: The RAPIDS site locator URL is http://www.dmdc.osd.mil/rsl/ .
4	What should I do if I am approved for a government credential, but I was turned away from a RAPIDS Issuing Facility because my approval has not been verified?	Verify that the RAPIDS operator accessed your Personal Identifier (SSN) instead of swiping a previous card. Ask the RAPIDS operator to check the following: <ul style="list-style-type: none"> • Status confirmation • Effective date Contact your TA in the case of any discrepancy.

Forms

1	What are valid forms of ID?	<p>The following list of documents that establish identity are valid forms of ID:</p> <ol style="list-style-type: none"> 1. US passport (unexpired) 2. Certificate of US Citizenship (Form N-560 or N-561) 3. Certificate of Naturalization (Form N-550 or N-570) 4. Unexpired Foreign passport, with I-551 stamp or attached Form I-94, indicating unexpired employment authorization 5. Permanent Resident Card of Alien Registration Receipt Card with photograph (Form I-151 or I-551) 6. Unexpired Temporary Resident Card (Form I-688) 7. Unexpired Employment Authorization (Form I-688A) 8. Unexpired Reentry Permit (Form I-327) 9. Unexpired Refugee Travel Document (Form 1-571) 10. Unexpired Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 11. Unexpired ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 12. Unexpired School ID card with a photograph 13. Unexpired Voter's registration card 14. Unexpired US Military card or draft record 15. Unexpired Military dependent's ID card 16. Unexpired US Coast Guard Merchant Mariner Card 17. Unexpired Native American tribal document 18. Unexpired Driver's license issued by a Canadian government authority
2	What is a DD Form 2842 <i>DoD PKI Certificate of Acceptance and Acknowledgement of Responsibilities</i> ?	<p>The DD Form 2842 allows you to acknowledge the receipt of the certificates that are placed on your CAC. This form is a requirement defined in the CPS between DMDC and DISA. This document supports issuance of a CAC.</p>

3	Is the DD Form 2842 form still required documentation?	<p>Yes. The DD Form 2842 is an acknowledgement of responsibility for the certificates that are placed on a CAC, as required by DISA.</p> <p>You can access the form from the following URL: http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo2452.html</p> <p>NOTE: Certain RAPIDS Issuing Facilities have automated the DD Form 2842 and no longer require paper copies.</p>
4	Does the CVS sponsoring service or agency verify, sign, and complete the DD Form 2842?	No. Leave it blank until the RAPIDS operator issues you the government credential. The RAPIDS operator signs the form.
5	What unique identifier information is required for field 1C on the DD form 2842?	The RAPIDS operator establishes and provides you with your unique identifier (EDI number) at the time he or she issues the government credential.
6	What should I do if I am turned away from the RAPIDS Issuing Facility because I could not produce a DD Form 1172-2 <i>Application for DoD CAC DEERS Enrollment</i> ?	<p>Contact your TA and identify the RAPIDS Issuing Facility that turned you away. Your TA forwards that information along with a request for assistance to the DSC.</p> <p>NOTE: The DD Form 1172-2 is no longer a requirement.</p>
7	What is the DD Form 577 <i>Appointment/Termination Record – Authorized Signature</i> ?	The DD Form 577 maintains a record of certifying and accountable officers' appointments, and termination of those appointments. The information will also be used for identification purposes associated with certification of documents or liability of public records and funds.
8	What is the Form I-9 <i>Application for DoD CAC DEERS Enrollment</i> ?	This form is required for employment in the United States and is required by the DHS.
9	How do I submit a request for DEERS data corrections?	Contact your TA for assistance. Your TA submits DEERS data corrections to the DSO to correct data in DEERS.
10	Who needs an LOA?	Applicants requiring a CAC with a Geneva Conventions condition, who plan on working overseas, may need to possess an LOA for CAC issuance. For more

		information, contact your TA.
11	What is a SOFA?	Applicants who work overseas and require Geneva Convention CAC may need to provide documentation of the appropriate SOFA. For more information, contact your TA.
Maintaining a CAC or other government credential		
1	If my name has changed, how do I change it on my government credential?	Contact your TA and request that he or she submit a DEERS records correction for your name change. Once the name change has been completed, the TA must revoke your current CVS record and create a new application with the new name. You must have a new government credential issued with the new name and the old one returned according to policy.
2	What should I do if my government credential has been revoked?	<p>Contact your TA for an explanation of the revocation.</p> <p>Contact your TA if you have a continued need for a government credential.</p> <p>NOTE: You must return a revoked or expired government credential to your TA to ensure proper handling. Be aware of the responsibility regarding US Code Section 701, Title 18 policy and guidelines as relates to the return of government issued property.</p>
3	My government credential has been terminated, but I still need it. What should I do?	Contact your TA. If you still require a government credential, your TA must create a new application for a new government credential.
4	What is should I do with my revoked or terminated government credential?	<p>Coordinate with your TA to ensure you return your revoked or terminated government credential in accordance with US government and service policies, procedures, and guidelines.</p> <p>US Code Section 701, Title 18, states that revoked or terminated government credentials must be returned to government personnel. The TA must follow the local service or agency policy regarding collection of revoked government credentials. For more information on your specific responsibilities, see US Code Section 701, Title 18 (http://uscode.house.gov/download/pls/18C33.txt).</p>

5	I received a CVS email notification directing me to obtain a government credential or CAC at the nearest RAPIDS Issuing Facility, but I have already received my card. What does this mean?	<p>Contact your TA to confirm the reason you received a CVS email notification directing you to obtain a new government credential after you have already received a one. You may need to return to the RAPIDS Issuing Facility to have a new government credential issued or your TA may need to request the application to be manually disabled.</p> <p>IMPORTANT: If you do not contact your TA to have the application manually disabled, 90 days from the approval date the application automatically disables, which terminates your valid government credential.</p>
6	How do I change my government credential certificate email address?	Visit the nearest RAPIDS Issuing Facility (http://www.dmdc.osd.mil/rsl/owa/home) and have a RAPIDS operator update the email address certificate on your government credential. Contact your TA for further guidance.
7	How do I register certificates?	Your workstation must recognize the certificates associated with your CAC or other government credential to establish your identity. You must have system middleware installed on your workstation to enable your smart card reader to recognize and register your credential on the workstation. If you do not have system middleware installed on your workstation, contact your site IT POC.